



## **Pupil Services and Attendance**

### Best Practices for Conducting Home Visits

#### Purpose:

PSA Counselors are often expected to do home visits as a part of their work with students and families. The goal of home visits is to uncover the reason for the student's absence and work with the parents/guardians to overcome any barriers to the child's regular school attendance. Home visits are a powerful way to connect with students and parents who may be alienated from their school or struggling with issues that are preventing them from attending. Home visits allow the opportunity to educate parents/caregivers about California Compulsory Education Laws.

#### Preparation:

- Notify the school of home visits/time expected to return
- Use [Off Site/Field Itinerary Form](#); detailing address you will be visiting
- Follow all sign-in and sign-out procedures at the school site
- Bring Attendance Referral, which includes contact information (phone numbers/addresses) for home visits planned; and/or student academic information (grades, transcripts, graduation progress, etc.). Map out visits before departure
- Prepare Crisis Contact Information (MHET, PMRT, Law Enforcement) to be used if necessary; and the [Community Resources Referral](#) Form (2 copies, one to leave with the family and one for your records; gather parent signature on form)
- Bring LADOT Parking Placard if applicable
- Ensure District/School identification badge is visible
- Return to school site prior to the end of work hours

#### Safety Tips:

- Continue practicing LAUSD and CDC Covid-19 Safety Guidelines (social distancing, hand washing, use of PPE)
- Try to conduct home visits early in the day
- Dress appropriately and wear comfortable shoes
- Avoid taking personal belongings (i.e jewelry); leave in a safe place prior to conducting home visit
- Carry cell phone, keys, clipboard for writing purposes
- Survey the neighborhood, and be aware of your surroundings; trust your instincts and remove yourself from suspicious or dangerous surroundings



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- Do not enter a gated yard if there is evidence of a dog. Do rattle the fence before entering. Ask family to secure pet upon arrival
- Travel in pairs when possible

#### Do Not:

- Enter any residence when the parent/caregiver is not home.
- Meet with a student alone and behind closed doors
- Bring non LAUSD staff with you

#### Upon Arrival and During Visit:

- Be aware of street parking signs and place your LADOT Parking Placard on your dashboard, clearly visible to the outside
- Introduce yourself, your affiliation with the school, unit, and District
- Verify the parent/caregiver's name and best telephone number to reach the family
- Be mindful of the family's time
- Review purpose of visit
- Review attendance, credit record or other pertinent information
- Share Resources
- Answer questions
- Discuss next steps and follow up

#### If No One is Home:

- Fill out the [Home Visit Door Notice](#) informing the family that you stopped by for a home visit and place in an envelope. Do not include confidential information.
- Place the envelope with Home Visit Door Notice on the door/gate. It is a federal offense to look inside a mailbox or tamper with mail.

#### Wrong/Unknown Address:

- If the home or apartment is vacant, inquire with neighbor or apartment manager if they have a forwarding address, telephone or if family continues to pick up their mail.
- If the family no longer lives there, ask the current resident how long they have lived there and if they know the family's whereabouts.
- If the address is not easily visible, inquire with neighbor or apartment manager where the family resides.



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#### Address Verification:

- Inquire to speak to parent/student and inform them of address verification.
- If the resident states the family does not reside there, obtain name of person providing the information.
- School staff cannot ask to see proof of residence such as where the student sleeps, see personal belongings, etc.

#### After the Visit:

- Inform your school you have returned, and document return time on the Off Site/Field Itinerary Form
- Document your visit on MiSiS Contact Log and Welligent
- Follow-through on referrals, action items, etc.
- Complete additional follow-up items, documentation (e.g., DCFS report)



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English to Spanish Translation Quick Guide

English	Spanish
Introduction	
I am the PSA Counselor at...	Soy el/la Consejero/a de Asistencia en...
Greetings	
Can I help You?	¿Le puedo Ayudar?
May I speak with...?	¿Puedo hablar con...?
Is there something I can do to help you?	¿Hay algo que pueda hacer para ayudarle?
Locating	
Does...live here?	¿Vive...aquí?
Do you know...?	¿Usted conoce a...?
Are you...?	¿Es usted...?
I am looking for...	Estoy buscando a...
I am calling about...	Estoy llamando por...
Please call me back at...	Por favor llámeme a...
Is the child sick?	¿Está enfermo el estudiante?
Did you take your child to the doctor?	¿Llevó a su hijo/a al doctor?
Your child needs to bring a doctor's note when he/she returns?	Su hijo/a debe traer una nota del médico cuando regrese.
What was the emergency?	¿Cuál fue la emergencia?
When will your child return to school?	¿Cuándo va a regresar su hijo/a a la escuela?
Frequent Absences/Tardies	
I am concerned about your child's frequent absences/tardies.	Me preocupa las frecuentes ausencias/llegadas tardes de su hijo/a.
Why hasn't' your child been to school in ... days?	¿Por qué no ha asistido sus hijo/a a la escuela por...días?
Why was your child not in school today?	¿Por qué su hijo/a no asistió a clases hoy?
It is important that your child attend school.	Es importante que su hijo/a asista a clases.
It is the law that your child attends school.	Es la ley que su hijo/a asista a la escuela.
If your child continues to miss school- be tardy, I will need to have a conference with you.	Si su hijo/a sigue faltando-llegado tarde voy a necesitar una conferencia con usted.